

**2014 FCC EEO Public File Report for Charter Communications
12520 - OPS Midland Cnty MI**

This Report Covers September 1, 2013 through August 31, 2014

Total Number of Full-Time Vacancies Filled During This Period: 1
Total Number of Candidates Interviewed For Full-Time Vacancies During This Period: 1

Please see attached the Recruitment Source List that includes recruitment source contact information.

FULL-TIME VACANCIES FILLED

State MI
FCC Unit 12520 - OPS Midland Cnty MI

Req #	Job Title	Recruitment Source(s) Used to Fill the Vacancy	Interviewees Referred by Each Recruitment Source	Number Hired
1405980	Store Associate	Charter.com	1	1
1405980 Total			1	1
Grand Total			1	1

RECRUITMENT SOURCE LIST

Name of Recruitment Source	Street Address	City, State, Zip	Contact Person	Telephone Number	Entitled to Notification?	Total Number of Referrals
Charter TV					No	0
Charter.com	Website				No	1
Charter Recruiter					No	0
Craigslist.org			Job Posting		No	0
Direct Employers Association Syndication Alliance					No	0
Employee Referral					No	0
Google.com					No	0
Pure Michigan					No	0
LinkedIn	Professional Association				No	0
Monster.com	Website				No	0
Simply Hired					No	0
Kalamazoo Valley	6767 West O Ave	Kalamazoo, MI 49003		269-488-4400	No	0

Supplemental Recruitment Initiatives:

#	Name	Date	Description
1	Charter	Ongoing	Charter is a member of the Direct Employers Association. Though this non-profit network, job vacancies for this unit are distributed to a wide array of recruitment sources, including, but not limited to, educational institutions, state workforce agencies, and job banks(s), and organizations that distributes to women, minorities, the disabled, and veterans.
2	Participation in at least two job fairs by unit personnel who have substantial responsibility in the making of hiring decisions.	Various	Career Services– Kalamazoo Valley Community College
3	Establishment of training programs designed to enable unit personnel to acquire skills that could qualify them for higher level positions	Ongoing	Charter Communications arranges comprehensive training programs for all new Direct Sales Representatives (8 day) and Customer Sales and Service Center Representatives/Store Associates (28 day) enabling acquisition of skills to qualify them for higher level positions. Additionally, through the self assessment Career Progression Program, Representatives and Associates are able to self promote to Store Specialist positions. Supervisors and managers participated in a variety of training programs devised to assist with leadership development and policy administration skills. Offerings provided at various times during this plan year included Your Leadership Journey, Reinforcing for Leadership Success, Leadership Connect, Advanced Leadership Connect, Effective Hiring, Performance Management, Civil Treatment for Managers, and Strategic Leadership (for Directors and above). Charter Communications requires that new employees complete the following training within their first month of employment: Harassment Prevention in the Workplace, Information Security and Privacy, Records and Information Management, Wage and Hour, and Charter's Marketing Privacy Preferences.